

**ACCOUNT NOTIFICATION**  
**IMPORTANT INFORMATION REGARDING TRANSPONDERS AND TOLL DISCOUNT**

**Effective September 1, 2015**, in accordance with RSA 237:11, the toll discount (30% for passenger vehicles and 10% for commercial vehicles) shall only be applied to NH customer accounts when a valid NH transponder is read in the toll lane. The toll discount will not be applied when a customer's transponder does not read in the toll lane. In this instance, the license plate image will be utilized to charge the toll to the customer account. Due to the additional costs incurred by the Department associated with these types of transactions, any tolls posting to customer accounts based on a license plate image will be at the full toll rate.

Transponders failing to read can be caused by the following:

- Transponder is not properly mounted in the vehicle.
- Transponder battery life is exhausted. (Battery life is typically 8 to 10 years)
- Transponder is damaged.

Customers with transponder(s) that exceed nine years of age (transponder number G3B\*02600300850 or lower) are encouraged to test and/or replace their transponder(s) to ensure high performance and most efficient and cost-effective toll transactions.

If you notice several license plate transactions (listed within the "TAG NUMBER/PLATE") on your *E-ZPass* statement or *E-ZPass* account transaction history, your transponder may not be reading in the toll lane; therefore please bring the transponder to an *E-ZPass* Walk-In-Center to have the battery tested. The *E-ZPass* Walk-In-Centers can be found at <https://www.ezpassnh.com/en/about/csc.shtml>. If the battery is depleted, the staff at the *E-ZPass* Walk-In-Center locations can assist you with obtaining a new transponder. The current cost to replace an interior transponder is \$8.90 and \$15.19 to replace an exterior transponder.

Transponders no longer in use should be returned to an *E-ZPass* Walk-In-Center or mailed to New Hampshire Customer Service, P.O. Box 52011, Newark, NJ 07101-8211 for proper disposal as the battery contained within the transponder is deemed hazardous.

Thank you for choosing to use the New Hampshire E-ZPass program. If you have any questions concerning your account, please do not hesitate to contact our customer service center at 1-877-643-9727 or visit one of our walk-in centers.